



**Division of Environmental
Storm Water Management**

2233 McKann Avenue

Hours of Operation: Monday - Friday; 7:00 am to 3:30 pm
Contact Information: 823-4000 (p), stormwtr@norfolk.gov (e)
Storm Water Fee Information: 664-4633 (p) (Monday - Friday; 7:30 am to 4:30 pm)

The Division of Environmental Storm Water Management addresses the quality and the quantity of storm water runoff. Norfolk's storm water system consists of approximately 350 miles of pipes, hundreds of miles of ditches including tidal ditches, nearly two dozen storm water ponds, ten storm water pump stations, and over 1,000 drainage areas that discharge into the Chesapeake Bay, the Elizabeth River and other local waterways.

In order to reduce flooding and protect our local waterways from pollution, the Division provides these services:

- Protection and preservation of wetlands and other shoreline natural resources
- Public education regarding storm water pollution prevention
- Projects to reduce flooding and improve water quality and drainage
- Cleanup of illegal dump sites and collection of abandoned shopping carts
- Street sweeping

Maintenance of:

- Storm water pumping stations, aeration equipment and storm water ponds
- Storm water collection and conveyance systems
- Storm water waterfront facilities
- Storm water ditches

Review and inspection of:

- Site plans for compliance with storm water and pollution reduction regulations
- Construction sites for erosion and sediment controls
- Public and private storm water management facilities
- MS-4 Storm Water Permit administration and reporting

Public Works Frequently Called Numbers

Public Works General Information	664-4600
Emergencies (After Hours)	441-5610
Contract Administration	664-4602
Curb Repairs	823-4050
Ditch Maintenance	823-4000
Encroachments	664-4673
Hazardous Waste Disposal	441-5813
Litter Control/Prevention	441-1347
Maps and Plats	664-4673
Pavement Markings	441-5818
Permits (Driveway, Dumpster, etc.)	664-7306
Polluting Hotline (Spills, Dumping)	823-4000
Potholes	823-4050
Property Lines	664-4673
Recycling	441-1347
Refuse Collection and Billing	441-5813
Storm Water Billing	664-4633
Street Flooding/Drainage Concerns	823-4000
Street Lights (Broken or Inoperable)	1-888-667-3000
Street, Sidewalk and Curb Repairs	823-4050
Street Sweeping Services	823-4000
Traffic Signals (Broken or Inoperable)	441-5818
Trash Cans Overflowing	441-5813
Street Signs (Damaged or Missing)	441-5818

FOR OTHER CITY RELATED QUESTIONS, CALL
THE NORFOLK CARES LINE AT **664-6510**



Guide to Citizen Services



The City of Norfolk
Department of Public Works
810 Union Street
Norfolk, Virginia 23510
757-664-4600
www.norfolk.gov/publicworks
pworks@norfolk.gov



Our Mission

It is the mission of the Department of Public Works to build, maintain and operate the physical facilities that support and enhance the lives of Norfolk's citizens, businesses and visitors including the City's street network, traffic management system, storm water system and waste collection system.

The Director of Public Works is John M. Keifer, P.E.

The Department has more than 400 employees and is comprised of the following divisions:

- Design and Construction
- Environmental Storm Water Management
- Financial Management
- Keep Norfolk Beautiful
- Management Services
- Right of Way
- Streets and Bridges
- Surveys
- Towing and Recovery
- Transportation
- Waste Management

The Division of Management Services works to enhance the public's understanding of Public Works projects and services. As such, we are pleased to coordinate the attendance of Public Works representatives at community meetings to discuss our work. Contact us at pworks@norfolk.gov or 664-4600 if you would like a Public Works representative to attend your community meeting or other event. Please provide a three week advance notice prior to the date of the meeting.

See the following for details on Divisions that directly serve the public.

The City of Norfolk Department of Public Works



Division of Right of Way

City Hall Building, Suite 201

Hours of Operation: Monday - Friday;
8:30 am - 5 pm (for permit applications:

Monday - Friday; 8:30 am - 4:30 pm) **Contact**

Information: 664-7306 (p), rowpermits@norfolk.gov (e)

The Right of Way Division coordinates, permits and inspects all construction and restoration in the roadway and sidewalks in order to minimize the disruption of traffic flow and limit the inconvenience to motorists and pedestrians. The Division also serves as a city liaison for special projects such as Light Rail, franchise utility construction, major infrastructure renewal, new developments, and departmental site plan review.

Right of Way is responsible for:

- Issuing permits for roadway construction, sidewalk closures, street closures, lane closures, driveways, covered walkways, temporary parking, dumpsters, special events, overweight/oversize vehicles, construction entrances and fences, sewer line, water line, electrical lines, conduits, cable, fiber, and other utility work.
- Construction coordination
- Utility coordination
- Departmental site plan review coordination
- Franchise utility agreements



Division of Streets and Bridges

2205 McKann Avenue

Hours of Operation: Monday - Friday;
7 am to 3:30 pm (phones answered

24 hours a day) **Contact Information:** 823-4050 (p), pworks@norfolk.gov (e)

The Streets and Bridges Division repairs and maintains over 2,000 lane miles of city roadways (including patching and resurfacing of pavement), 1,225 miles of curbs and nearly 1,000 miles of sidewalks.

Streets and Bridges is responsible for:

- Pothole repair
- Street resurfacing

- Street maintenance and repair
- Grading of shoulders and medians
- Snow and ice removal
- Curb and sidewalk maintenance and repair
- Bridge and waterfront structure inspection, maintenance and repair



Division of Surveys

City Hall Building, Suite 750

Hours of Operation: Monday - Friday;
8:30 am - 5 pm **Contact Information:**

664-4673 (p), pworks@norfolk.gov (e)

The Division of Surveys is responsible for all city surveying, including approval of property plats and reproduction of plats and plans for individuals and city agencies.

The Division of Surveys provides the following services:

- Review of subdivision plats and proposals for encroachments and easements
- Surveys of public property
- Maintenance of official city public records relating to surveys, benchmarks and monuments
- Assignment of addresses and resolution of address discrepancies
- Collection of digital GIS data to include aerial photos, planimetrics, parcel and topographic maps and street centerlines
- Building and street line location



Division of Towing and Recovery

1195A Lance Road

Hours of Operation: 24 hours a day, 365 days a year **Contact Information:** 441-1062 (p),

pworks@norfolk.gov (e)

The Division of Towing and Recovery provides towing services to city agencies. The Division auctions off many of the vehicles and bicycles that have been abandoned or seized.

The Division of Towing is responsible for:

- The removal of nuisance, abandoned or seized vehicles from city streets
- Auctioning of abandoned or seized vehicles



Division of Transportation

City Hall Building, Suite 200

Hours of Operation: Monday - Friday; 8:30 am to 5 pm **Contact Information:** 664-7300 (p),

pworks@norfolk.gov (e)

The Division of Transportation is responsible for the safety and efficiency of traffic flow involving vehicular traffic and vehicular parking as well as bicycle and pedestrian safety. To achieve this goal, the Division operates and maintains 285 traffic signals, 121 school and pedestrian crossing signals, 22 continuous and activated flashers and over 30,000 street lights. Also maintained are more than 700 miles of traffic lane lines, 750 crosswalk locations and nearly 9,500 pavement markings. The Division creates, installs and maintains more than 60,000 traffic control signs.

Transportation provides the following services:

- Evaluation, installation and maintenance of traffic signals and traffic control signs, traffic lane lines, street lights, crosswalks and pavement markings
- Residential Parking Permit Program
- Neighborhood traffic calming
- Traffic control for special events
- Liaison for VDOT and FHWA-funded projects within city limits
- City-wide transportation projects
- Removal of illegal signs from city right of way
- Guardrail repairs



Division of Waste Management

1176 Pineridge Road

Hours of Operation: Monday - Friday; 7 am to 5 pm **Contact and Refuse Fee Information:**

441-5813 (p), pworks@norfolk.gov (e)

The Division of Waste Management collects approximately 120,000 tons of refuse, bulk waste, and yard waste annually

from over 75,000 residences and businesses. The Division also provides refuse collection for special events such as Harborfest and civic league cleanups.

Waste Management is responsible for:

- Refuse collection
- Yard waste recycling
- Dead animal collection
- Litter basket collections in right of way
- Bulk waste pickups by request

Please note: Norfolk's recycling services are provided by SPISA; for more information call 548-2256.



Keep Norfolk Beautiful

Ernie Morgan Center, 3500-A Granby Street,

Hours of Operation: Monday - Friday;
8:30 am to 5 pm **Contact Information:**

441-1347 (p), nec@norfolkbeautiful.org (e)

Keep Norfolk Beautiful (KNB) is the education and volunteer arm of the Norfolk Environmental Commission. Directed by our mission "To lead citizens toward environmental stewardship," KNB encourages Norfolk residents and visitors to reduce waste, preserve the environment and improve our neighborhoods by offering education and incentives to recycle, prevent pollution, protect natural resources and conserve energy.

Keep Norfolk Beautiful facilitates:

- Neighborhood cleanup events
- Environmental education
- Waste reduction programs
- Green gardening methods
- Energy-efficient building techniques
- Adopt-A-Spot and other litter prevention programs
- Recycling for businesses and residents
- Volunteer & service-learning opportunities
- E.A.R.N.N. (Environmental Rewards for Recycling in Norfolk's Neighborhoods)